Exploring artificial intelligence adoption in public organizations: a comparative case study

Abstract

ABSTRACT Despite the enormous potential of artificial intelligence (AI), many public organizations struggle to adopt this technology. Simultaneously, empirical research on what determines successful AI adoption in public settings remains scarce. Using the technology organization environment (TOE) framework, we address this gap with a comparative case study of eight Swiss public organizations. Our findings suggest that the importance of technological and organizational factors varies depending on the organization's stage in the adoption process, whereas environmental factors are generally less critical. Accordingly, this study advances our theoretical understanding of the specificities of AI adoption in public organizations throughout the different adoption stages.